



## IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Barb Kniff McCulla  
CHAIR

Timothy L. Lapointe  
Krista Wenzel

Robert F. Holz  
Annette Dunn

Steven Olson  
Rob Sand

Randy Goddard, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

# **Iowa Telecommunications & Technology Commission Grimes State Office Building, 1<sup>st</sup> Floor 400 East 14<sup>th</sup> Street, Des Moines, IA 50319 Meeting Minutes June 17, 2021**

## **FINAL**

To ensure the most efficient use of State resources, the June 17, 2021, ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. A video conference ensured that more Commissioners, staff, and the public were able to participate in the meeting and reduced the risk of delays caused by the public health recommendation. The meeting was accessible to members of the public.

## **Roll Call:**

### **Commissioners Present**

Barb Kniff McCulla, Chair  
Bob Holz, Member  
Steven Olson, Member  
Krista Wenzel, Member  
John McCormally, Representing Rob Sand, Ex-Officio Member  
Matt Behrens, Representing Annette Dunn, Ex-Officio Member

### **Commissioners Absent**

Timothy Lapointe, Member

### **Iowa Communications Network Staff**

Randy Goddard, Executive Director  
Deb Evans, Chief Financial Officer  
Mark Johnson, Chief Administrative Officer  
Scott Pappan, Chief Technology Officer  
Mike Cruise, Finance Bureau Manager  
Ryan Mulhall, Network Services Bureau Manager  
Mike Lauer, ICN Sales Engineer  
Mark Dayton, ICN Sales Engineer  
Andy Ryan, ICN Sr. Telecommunications Engineer  
Brian Clayton, Purchasing Agent III  
Lori Larsen, Executive Officer 2 (Recorder)

### **Guest Attendees**

Sean Cory  
Scott Golberg, Fiber Network Services (FNS)  
Rob Smith, Fiber Network Services (FNS)  
Ray Warner, Aureon  
Stephanie DeVault

## **Call to Order:**

Chair Kniff McCulla called the meeting to order at 10:30 AM. It was noted that a quorum of members was present for the meeting.

## **Iowa Communications Network**

Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319 Phone: 515-725-4692 [icn.iowa.gov](http://icn.iowa.gov)



## IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Barb Kniff McCulla  
CHAIR

Timothy L. Lapointe  
Krista Wenzel

Robert F. Holz  
Annette Dunn

Steven Olson  
Rob Sand

Randy Goddard, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

## Approval of the May 20, 2021 Meeting Minutes:

Chair Kniff McCulla requested a motion to approve the May 20, 2021 meeting minutes. Commissioner Olson moved to approve the minutes. Commissioner Holz seconded the motion.

The motion passed unanimously.

## Old Business:

None

## New Business:

### Agency Updates

#### Finance Update – Mike Cruise

##### **May FY 2021 Budget-to-Actual Report**

###### Monthly Revenues and Expenses:

The month of May resulted in an operating margin of -\$40,060 or -1.5%. This is \$224,947 favorable to the budget of -\$265,007. Revenue for the month was \$91,068 favorable to budget. The month of May reflects continuation of FY 2021 trends. Direct expenses are favorable to budget by \$75,577. Total allocated expenses were \$58,303 favorable to budget including positive favorability in general and administrative expenses, payroll, travel and equipment expenditures.

###### Year-to-Date (YTD) Revenues and Expenses:

Through May the YTD operating margin is now -\$179,920 or 0.62% which is \$1.45M favorable to the budgeted amount. Gross margin is favorable by \$770,000.

###### Comparison to May FY 2020:

The operating margin for FY 2021 is \$88,000 favorable to May FY 2020. Total allocated expense is \$64,000 unfavorable.

###### Year-to-Date Comparison to FY 2020:

The operating margin is \$1.2M favorable to FY 2020. The gross margin remains favorable at \$716,000 and overall allocated expenses are favorable by \$495,000.

###### WorkSmart/Workday

HCM (Payroll) – Groups are in the middle of end-to-end testing in 9 functional areas. Steps 1 & 2 of 3 of agency engagement are completed. Planning for data synch is underway. Deployment is still scheduled for late summer or Q3 of calendar year 2021.

FIN (Financial) – Planning and agency engagement has begun. Deployment is schedule for late summer or Q3 of calendar year 2022.

---

## Iowa Communications Network

Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319 Phone: 515-725-4692 [icn.iowa.gov](http://icn.iowa.gov)



## IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Barb Kniff McCulla  
CHAIR

Timothy L. Lapointe  
Krista Wenzel

Robert F. Holz  
Annette Dunn

Steven Olson  
Rob Sand

Randy Goddard, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

### FY22 & FY23 Budgets

FY22 & FY23 budgets have been entered into the state budget system.

#### COMMENTS

None

### **Contracting Update – Mike Cruise**

- Department of Corrections Request for Proposal (RFP) review team has completed their individual scoring and they are planning to meet on June 21<sup>st</sup> and 22<sup>nd</sup> to agree on consensus scoring.

#### COMMENTS

None

### **Business Services Update – Mike Lauer**

#### **Healthcare**

- IRHTP equipment refresh project, Scheduling last three Hospital migrations in June.
- Mercy Des Moines Hospital requested a new direct path to main West Lakes location.
- Elkader Medical Center, Internet increase.
- Radiology Consultants of Iowa, Internet increase.
- University of Iowa Healthcare, Redundant Link to IRHTP Network.

#### **Government**

- Iowa Racing and Gaming requested LEC Internet connections to four (4) locations.
- Iowa Lottery requested Internet increase and Interactive Voice Response (IVR) changes.
- DHS/Iowa Medicaid Enterprise (IME) added capacity to IVR.
- DHS requested cabling reviews at eight (8) offices in Eastern Iowa.
- DHS, moving units from Hoover State Office Building to SW 5<sup>th</sup> and River Place locations in Des Moines.
- End of Legislative Session we idled phones and reduced Internet bandwidth.
- Department of Agriculture asked for Ethernet and Internet service renewals.
- Iowa Alcoholic Beverages Division requested changes to call distribution.

#### **Public Safety**

- 911 Landline Migration Project: working with local connections and Interstate connection designs. Remaining eight sites that have connections.
- DOT asked for Internet increase in Ankeny.
- DPS for Land Mobile Radio (LMR) Network, Ethernet for LMR connections, Butler, Chickasaw, Fremont, and Lee counties.
- Judicial Data Center Project: Completed logistic discussions to allow for scope and contracts to be drafted.
- HSEMD, Ethernet and FirstNet circuits, Dubuque Police Department and Fremont County.

#### **Education**

- DMACC requested Ethernet renewal for their Capitol Campus.
- Center for Applied Special Technology (CAST), Ethernet renewal, Hiawatha Data Center.

---

## **Iowa Communications Network**



## IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Barb Kniff McCulla  
CHAIR

Timothy L. Lapointe  
Krista Wenzel

Robert F. Holz  
Annette Dunn

Steven Olson  
Rob Sand

Randy Goddard, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

- Iowa Public Radio (IPR) has placed their Iowa City Studio project on hold.
- Sac City Public Library asked to have ICN be their Internet service provider.

### Marketing and Communications

- ICN has selected the 2021-2022 SYBAC students. Those students will be announced as the Fall school year approaches.

### COMMENTS

None

## Network Services Updates

### Network Operations & Security Update – Ryan Mulhall

#### Network Updates

- Approximately 80% of the equipment installs are completed, migration of circuits continues on an on-going basis.
- BRIC and engineering are now moving circuits at Calmar. We have the network gear for Waterloo in the lab and will begin configuration next month.
- We finished configuring the Gigamon equipment in Bettendorf and that will allow us to turn-up the new Chicago Internet connection, which will be completed on June 17. Once that is completed, we can turn-up the new provider service and rehome our peering connections, and it will be fully operational. We will run our Dallas connection in parallel for about 30 days, and then turn that down.
- Our disaster recovery project in Tiffin continues to progress. We are adding additional equipment and storage. We are starting to configure and waiting for electrical contractor to start some work.
- We are using hardware for our aggregation replacement. We have a device in the lab ready for testing. Additional power work needs to be completed. Once ready we will be able to replace the 150 aggregation sites to help stabilize the Network.
- Working with Fortinet and Palo Alto for replacement platform for our State Firewall. We are using appropriation money to complete this. We received bids back from each vendor, scheduling demos, and deeper Q&A. After these steps we will decide on which platform, and start the actual migration. Target date is to be completed by the end of December 2021.

#### Network Outages & Issues

- Over the last few weeks, we have had five major outages that occurred.
  - Backbone fiber relocation near JFHQ. Some damage occurred on our conduit, which caused spurts of significant loss randomly. This section of cable was a driver for three of the events. We worked quickly with FNS and a contractor to replace that section of fiber on June 14. We were able to address and fix the physical issue, and we do have bigger issues with the logical and routing instances (for failover traffic). We have escalated the issue with our vendor, and we have received some configuration and recommendation changes. We are waiting on an extensive list.
- Interoperability issues with different manufacturers within our network. Long term fix is to focus on the core upgrade and jump into the aggregation equipment quickly.

## Iowa Communications Network



## IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Barb Kniff McCulla  
CHAIR

Timothy L. Lapointe  
Krista Wenzel

Robert F. Holz  
Annette Dunn

Steven Olson  
Rob Sand

Randy Goddard, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

- Our executive team has done a great job in informing customers of the issues that we currently face. Business Services and the NOC have been busy with customer inquiries and escalations. Our dedicated technicians are hard at work if they have to manually restore services, since they are not automatically failing over.

### COMMENTS

Chair Kniff McCulla – Randy quickly contacts the Directors of departments, and you are all involved, correct?

Scott Pappan – Yes, communication to Homeland Security was coming directly to us. Transparency was important. The vendor will provide a report by the end of the day today (June 17) as the final document and what needs to happen.

Randy Goddard – It is an all hands type of communications, from sales to engineering to finance. We all interact with customers. We want to be proactive to identify issues and resolutions.

Chair Kniff McCulla – For tonight's change-over with Chicago, are you all part of that also?

Scott Pappan – Yes.

### Network Engineering Update – Andy Ryan

Actively tracking 80 tasks.

**Teleco System Boxes (TMC3312):** We have 41 devices in the Network.

**ATM Decommissioning:** This will ultimately lead to the sunset of our ATM platform by July 2021. Eleven (11) TDM devices need to be moved, which are supporting 4 T1s. These T1s are being designed.

**Aggregation:** Last month I discussed the 100 kilometers optic testing. Since last meeting, we installed the optics and have had zero issues. This will assist with the aggregation switch upgrade, which will be replacing the Brocade equipment in our network.

**Facilities (Customer Relocations):** Indianola High School (Part II site) will be moving from the administration building into the high school.

### COMMENTS

Scott Pappan – The new optics that Andy and team found reduced our optic costs by about 50 percent.

Chair Kniff McCulla – Great, thank you.

### Network Outside Plant Update – Ryan Mulhall

#### Outside Plant (OSP)

Added 22 new projects in May. We had five washouts reported. There were two cable cuts that were damages by a contractor's fiber relocation. One new build occurring.

---

## Iowa Communications Network

Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319 Phone: 515-725-4692 [icn.iowa.gov](http://icn.iowa.gov)



## IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Barb Kniff McCulla  
CHAIR

Timothy L. Lapointe  
Krista Wenzel

Robert F. Holz  
Annette Dunn

Steven Olson  
Rob Sand

Randy Goddard, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

We are able to bill and recover \$865,000 that we will have the opportunity to reclaim. Our Outside Plant and Finance team recovered \$235,000 for the current fiscal year. We estimate that we have \$620,000 outstanding, and only \$7,000 would be from a contractor. We have only written off \$10,000 so far, and we don't see that increasing substantially. We will have a record year in recovery of outside plant expenses.

### COMMENTS

None

## Administration & Facilities Updates

### Facilities and TAC Update – Mark Johnson

#### TAC (Technical Assistance Center) Update

Cabling and wiring projects completed in the last month include:

- Department of Inspections & Appeals locations on the 3<sup>rd</sup> and 4<sup>th</sup> floors of the Lucas State Office Building.
- Iowa Department of Public Health on the 5th Floor Lucas State Office Building.

FirstNet locations in the:

- Webster County Communications Center, Fort Dodge.
- Delaware County Communications Center, Manchester.

Ongoing cabling and wiring projects include:

- Iowa PBS in Johnston.
- Iowa Department of Agriculture and Land Stewardship on second floor Wallace State Office Building in Des Moines.
- Iowa Prison Industries at 1445 E. Grand in Des Moines.

We are currently developing cost estimates for:

- Legislative Services Agency related to installation of cabling and cameras in the Ola Babcock Bldg.
- MVS Out State Site Surveys and Cost Estimates for:
  - Department of Public Safety Post 12 in Stockton.
  - Department of Human Services / CSRU locations in Davenport, Ottumwa, Burlington, and Cedar Rapids.

#### Facilities Update

Lucas Building HVAC project

- Currently on hold while DAS retains an outside design consultant for the project.

Statewide HVAC update:

- Finished installation of a new unit in Osage, IA.
- Waiting on new units to ship from the factory to be installed at Sidney and Glenwood.
- Guthrie Center, Denison, and Cedar Rapids are in the next group of critical sites to be reviewed.

## Iowa Communications Network



## IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Barb Kniff McCulla  
CHAIR

Timothy L. Lapointe  
Krista Wenzel

Robert F. Holz  
Annette Dunn

Steven Olson  
Rob Sand

Randy Goddard, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

Generator annual maintenance update:

- Last month we reported that 60 sites had been completed. We now have 92 sites completed with 17 remaining.

### Legislative Update – Mark Johnson

Mark Johnson appeared before the Administrative Rules Review Committee on June 8 and briefly summarized our rulemaking. There were no questions and the next step is to submit the rulemaking as Adopted and Filed.

#### COMMENTS

None

### Approval of FY22 Regulatory Plan – Mark Johnson

Chair Kniff McCulla requested a motion to approve the FY22 Regulatory plan. Commissioner Holz moved to approve the plan. Commissioner Olson seconded the motion.

The motion passed unanimously.

## Other Business:

### ITTC Committee Updates – Staff/Commission

#### Personnel Committee – Mark Johnson

Meeting Date: June 7, 2021.

Attendance: Chair Kniff McCulla and Mark Johnson. A summary of the conversation was provided to Commissioner Holz.

Topics Covered:

- Update provided on open positions ICN is currently in the process of filling.

Deb Evans provided an update that the interview process has been completed for the Business Services Bureau Manager. Stephanie DeVault will start by July 1. She comes to the ICN with 22 years of sales experience and telecom experience. She knows the ICN very well. We look forward in moving to a good direction.

- Stephanie DeVault said she is excited to be a part of this organization.

Ryan Mulhall explained that our new Firewall Administrator did start, but had a family situation and needed to resign and returned to the previous employer.



## IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Barb Kniff McCulla  
CHAIR

Timothy L. Lapointe  
Krista Wenzel

Robert F. Holz  
Annette Dunn

Steven Olson  
Rob Sand

Randy Goddard, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

### Customer and Services Committee – Mike Lauer

Meeting Date: June 9, 2021.

Attendance: Commissioner Olson, Commissioner Lapointe, Mark Dayton, Ryan Mulhall, and Lori Larsen.

Topics Covered:

- ICN's authorized user requests. None.
- New customers.
- Services: No new services.
- New Waiver requests: No new requests.
- Sales outreach as presented today.
- Customer complaints and network outages.

### Finance Committee – Mike Cruise

Meeting Date: June 14, 2021.

Attendance: Commissioner Wenzel, Commissioner Holz, Brian Clayton, and Mike Cruise.

Topics Covered:

- Brian Clayton provided updates on several contracting issues.
- Review of May FY 2021 financials as presented today.

### Operations Committee – Scott Pappan

Meeting Date: June 10, 2021.

Attendance: Chair Kniff McCulla, Commissioner Wenzel, Scott Pappan, and Ryan Mulhall.

Topics Covered:

- Network issues and recent security topics in the news.

### Public Comment:

None

### Adjournment:

The ITTC meeting adjourned at 11:05 AM.

ATTESTED TO:

*Barb Kniff McCulla - Chair, Iowa Telecommunications and Technology Commission*